



March 20, 2020

To our valued Customers,

I want to keep you up to date regarding the Covid-19 situation and the upcoming changes Alf Curtis Home Improvements is making. As always, we are committed to you, our customer and the success of your business. As well we are committed to the safety of both you and our staff in these uncertain times. For this reason, we are announcing the following operational changes that will be in effect until further notice.

The following operational changes will come into effect this coming Monday March 23, 2020.

- Until further notice our hours of operation will be from 7:00 am to 5:30 pm Monday to Friday and we will be closed on Saturday's and Sunday's.
- From 7:00 am to 12:00 noon, Monday to Friday our stores and yards will be open as normal for business.
- From 12:00 noon to 5:30 pm, Monday to Friday our staff will remain working and will be here to service your inquiries and orders via phone, fax, email or text, however access to our store and yard areas will be closed.
- The afternoon time frame will allow us time to sanitize and disinfect throughout our stores thoroughly which will help keep both you and our staff safe.
- We will continue to perform deliveries from 7am to 5:30pm as well as service any orders you would like to pick up.
- For pick up orders we ask that you call a minimum of one hour ahead of when you plan to arrive to pick up your order. We will process the order through your in house charge account or take payment over the phone by credit card only. You will be asked to present the credit card at time of pick up as well as sign for the product you are taking.
- When you arrive at our location to pick up your order we ask that you call us to let us know that you are here and we will bring your order out to you.

During these uncertain times we are trying to think of ways to service you as our customers while at the same time keeping you and our employee's safe. We have instructed all our staff to respect everyone's social distance and in return we kindly ask you our customer to respect the social distance rule for our staff as well.

We appreciate your understanding and will keep you informed of any future changes.

Thank you,

Brent Perry  
President